

*Washington State's hospitals want to help you become an informed health care consumer. A part of that is helping you understand your hospital bill.*

*Hospital billing is complicated. We need your help. Please make sure you have given us the correct insurance information and respond promptly to requests for additional information, either from us or from your insurance plan.*

*Here are answers to some of the most common questions about hospital bills.*



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*Understanding  
Your  
Hospital Bill*



### ***How much do I really owe?***

After your insurance company has reviewed your hospital bill and paid or denied their portion, the hospital will bill you for your part of the bill. Your hospital bill will show charges for whatever your insurance does not pay. This process may take several months. Most insurance plans require patients to pay part of their hospital bill. If you have questions about your insurance, please contact your insurance company.

### ***Who will bill my insurance?***

The hospital will bill your insurance company if you have given us the correct insurance information.

### ***What if I cannot pay?***

The hospital has ways to help our patients. If you need help, please call our billing office. The number is on the enclosed sheet. The ways we can help include:

**Hospital Financial Assistance:** We will help you find out if you qualify for financial assistance. We are proud to provide free or reduced price care if you qualify based on your income.

- We can help with hospital bills for inpatient or outpatient care.

- We can help with all or part of your bill for hospital services.
- Help is offered to people with and without insurance.

**Insurance Programs:** We can help you apply for public insurance programs such as Medicaid and Basic Health. These programs may help you with your current bill and will help you pay for health needs in the future.

**Payment Plans:** If you need to pay your bill over time, we may be able to help you set up a payment plan.

### ***Why does hospital care cost so much?***

Hospitals are there when you need them, 24 hours a day, 7 days a week. They handle emergencies and trauma patients. Hospitals provide advanced medical services with well-trained and experienced staff. Everyone who needs care gets it, regardless of whether the patient can pay.

### ***Who do I call for help?***

If you have questions about your bill, please contact our billing office. The number is on the enclosed sheet.

### ***Why did I receive a separate lab, doctor, or ambulance bill?***

Many doctors, ambulance companies, and labs are separate businesses with their own billing and account procedures. See the enclosed sheet for the groups that regularly provide care for patients at our hospital.

### ***Why did I receive a bill from a doctor I did not see?***

The hospital sends lab tests and X-rays to specialized doctors for their expert review. You will receive a bill directly from those doctors for their work.

### ***What if my hospitalization is the result of an accident?***

If you had a non-work related accident, we will ask you for information about other insurance, like car insurance. If your accident or illness is work-related, we will bill your employer's workers' compensation program. You must fill out the paperwork they need.